



# MANAGE MY CASE

**ILLINOIS DEPARTMENT OF HEALTHCARE AN FAMILY SERVICES  
ILLINOI DEPARTMENT OF HUMAN SERVICES**

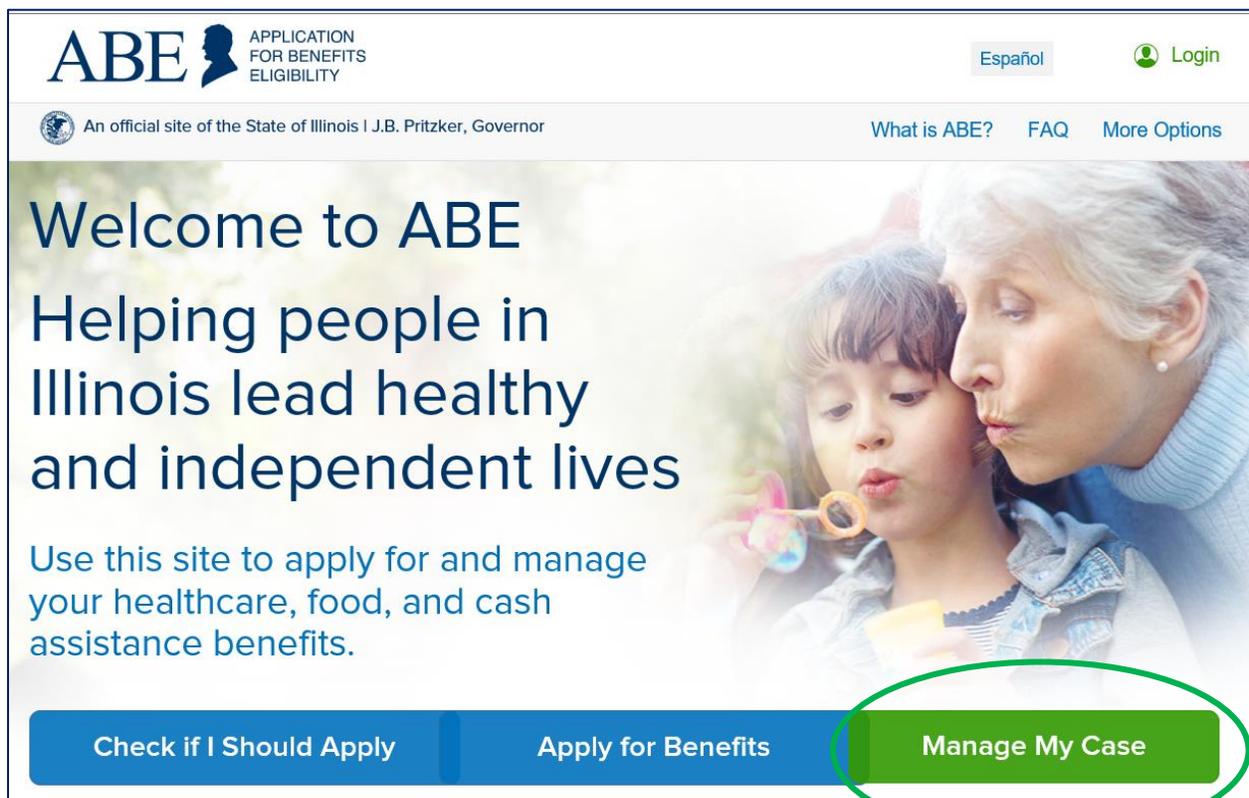
**March 2022**



## Manage My Case

Whether you used ABE to submit your application or you have been receiving benefits for years, you can use ABE Manage My Case in ABE to:

- check the status of your benefits,
- Renew benefits
- Report changes - income, household members, expenses or new address
- Upload documents
- View notices and benefit details
- View and reschedule upcoming appointments
- File and manage appeal sand keep your case up to date.



The screenshot shows the ABE website interface. At the top left is the ABE logo with the text 'APPLICATION FOR BENEFITS ELIGIBILITY'. To the right are links for 'Español' and 'Login'. Below the logo is the text 'An official site of the State of Illinois | J.B. Pritzker, Governor'. On the right side of the header are links for 'What is ABE?', 'FAQ', and 'More Options'. The main content area features a large heading 'Welcome to ABE' and a sub-heading 'Helping people in Illinois lead healthy and independent lives'. Below this is a paragraph: 'Use this site to apply for and manage your healthcare, food, and cash assistance benefits.' At the bottom of the page are three buttons: 'Check if I Should Apply', 'Apply for Benefits', and 'Manage My Case'. The 'Manage My Case' button is circled in green.

You will need to create an ABE User ID and password to access Manage My Case. If you have already created an ABE Account for an Application, you should use that login information.

## Creating an ABE User ID and Password

If this is your first visit to ABE, you will need to create an ABE User Account. The Head of Household's (HoH) information is the information that must be used to create an ABE Manage My Case (MMC) Account. The HoH is the person that receives mail and Notices from DHS/HFS and is the first person listed on an application for benefits. If you are an Approved Representative for an Individual, you may create a MMC Account using the HoH information.

1. From the **ABE Homepage**, click the green **Manage My Case** button in the middle of the page.
2. Next click [Create a new ABE User ID and Password](#) (In blue under Login)



The screenshot shows a login form with two input fields: 'User ID' and 'Password', each with a red asterisk icon to its left. Below the fields is a blue 'Login' button. At the bottom of the form, there is a blue link that says 'Reset Password' and a blue link that says 'Create a new ABE User Id and Password'. The latter link is circled in blue.

3. Enter your name, and then choose an ABE User ID and Password. **The state will not be able to recover your User ID if you forget it – pick an ID you will remember, save it and keep in a secure location.**

4. Select Secret Questions and enter your answers to those secret questions. If you forget your password, you will be asked to answer your Secret Questions to reset it. Don't forget the answers to your Secret Questions! You will need them to reset your password every 6 months.

5. Click **[Create Account]**. A Congratulations! message displays.

6. Click on the **Log in to the ABE System** link on the confirmation page to return to the Login page.

7. Enter your **User ID** and **Password**. Click **[Login]**.

Your password must be a minimum of 8 characters. It must contain a minimum of three of the following:

- one capital letter,
- one lower case,
- one special character (! @ # \$ % & \*), and
- one numeral

Passwords cannot be used consecutively. The same password cannot be used for 24 change cycles. Do not use your User ID or your name.

8. If you enter the wrong User ID and/or password 3 times you will be locked out of your ABE account for sixty minutes. If you forget your User ID or cannot reset your password, you will need to create an all new ABE account.

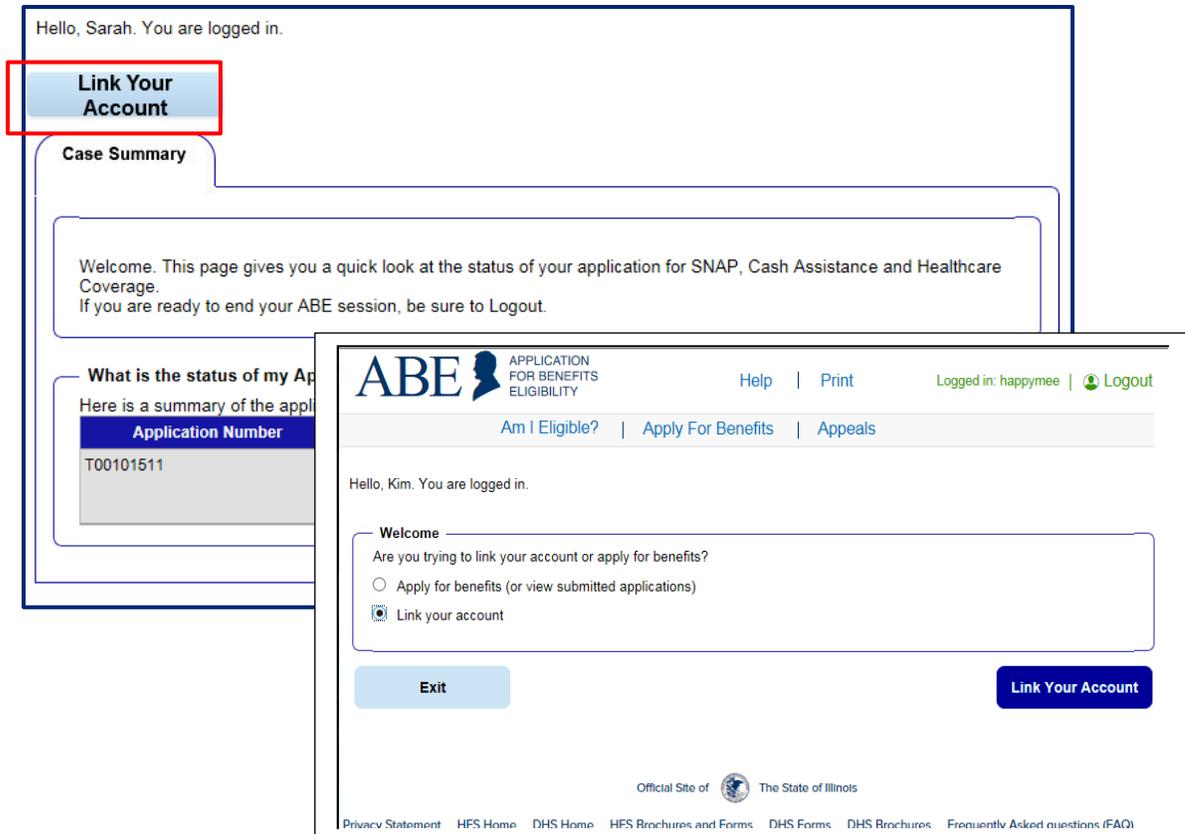
\*Please note:

- User ID cannot be reset, if you have forgotten your user ID you will need to create a new ABE Account.
- To reset your password, you will enter your User ID and answers to your secret questions.
- If you already have an account and try to log-in, after three unsuccessful attempts, you will be locked out for sixty minutes.
- If you are not able to reset your password, you will also need to create a new account.

### **Linking Your Case**

To begin click the green **Manage My Case** box and then log in with your new or existing User ID and password. to If this is the first time you've visited **Manage My Case**, you will need to link your **ABE Account** to your case benefits.

1. Once you have logged in, if you have submitted an Application through ABE you will see the **Case Summary** page. If you have an existing account but have not used ABE previously you will see a **Welcome** screen. Both screens will give you the option to click on [**Link Your Account**]. The **Linking your ABE Account to your case** page displays.



2. On the **Linking your ABE Account to your case** screen, enter your Date of Birth **and** your Individual ID **or** your Social Security Number. Do not enter both numbers. Click **[Next]**. Your Individual ID is a 10-digit number listed in the top right corner of your Notice of Decision Letter. This is not the same as your Recipient ID (RIN). This number will not be available until you receive you receive a notice

from the state.

### Linking your ABE Account to your case

This page should be used by individuals who have already applied or who have an existing SNAP/TANF/Medical/MSP case. If you would like to start a new application, please [click here](#)

If you have technical difficulties using this website please [click here](#)

Some items have a star (\*) next to them. You must fill these items in before you can go on to the next page.

Please follow the steps below to link your ABE Account to your case so that you can see if you are eligible for benefits and handle your account. ABE is a secure website run by the State of Illinois. By law, we must keep your information private and secure

### Personal Information

First, please enter your date of birth and your Individual ID from your case. You can find your Individual ID on any letter you've received about your case. If you don't have your Individual ID, you can give us your Social Security number instead. **(You only need to give your SSN if you do not have your Individual ID)**

If you cannot locate your Individual ID and do not have your Social Security Number, please contact the Call Center at: (800) 843-6154

*Date of Birth: If your birthday is March 31, 1960, type 03/31/1960.	MM	DD	YYYY		
	<input type="text"/>	/	<input type="text"/>	/	<input type="text"/>
*Please Confirm Date of Birth: If your birthday is March 31, 1960, type 03/31/1960.	MM	DD	YYYY		
	<input type="text"/>	/	<input type="text"/>	/	<input type="text"/>
*Individual ID (10 digits): You can find your individual ID on any letter you've received about your case. If you don't have your Individual ID, you can give us your Social Security number in the box below.	<input type="text"/>				
If you cannot find your Individual ID please provide your Social Security Number					
*Social Security number:	<input type="text"/>	-	<input type="text"/>	-	<input type="text"/>
*Please Confirm Social Security number:	<input type="text"/>	-	<input type="text"/>	-	<input type="text"/>

## Identity Proofing

When you click **[Next]**, a clock icon will display. ABE is preparing the **Identity Proofing** process to verify your identity if it wasn't already verified when you applied. **Manage My Case** allows access to a lot of private information. We want to make sure **you are you**. You will only need to complete this process the first time you visit **Manage My Case**. *Note: If you completed **Identity Proofing** when you submitted your application, you will not need to do it again.*

- Next, a page displays with a list of multiple-choice questions that only you would know the answers to, things like past addresses and family member's names. Answer these questions and click **[Next]**.

**ABE** APPLICATION FOR BENEFITS ELIGIBILITY | Help | Print | Logged in: happy1540 | Logout

**Verify Your Identity**

To protect you from identity theft, and to confirm your identity, please answer these questions. If the correct answer isn't here, choose "None of the above". When you are done, click "Next".

1. Which of the following streets have you lived on?
  - Sunnyside Rd.
  - Main St.
  - Michigan Ave.
  - Grand Ave.
  - None of the above
2. Which of the following phone numbers have you been associated with?
  - 217-555-1212
  - 312-000-1234
  - 773-555-0000
  - 872-111-0000
  - None of the above
3. What street number have you lived at?
  - 111
  - 34786
  - 14177
  - 300
  - None of the above
4. What is your mother's maiden name?
  - Smith
  - Johnson
  - Williams
  - Brown
  - None of the above
5. What county do you currently live in?
  - Cook
  - Adams
  - Sangamon
  - DuPage
  - None of the above

**Next**

- If the Identity Proofing service is able to use your answers to verify your identity, you will return to the **Case Summary** page.
- If you are NOT able to answer the questions correctly or if the service does not have enough information to offer questions, you will be asked to contact the Identity Verification Help Desk at Experian, an entity authorized by the state to help verify identity. If successful, you will select “yes” that they were able to verify identity through Experian – and then click “Next”. Experian will not be able to verify every person’s identity. Younger individual’s or those without a

credit history may not be able to be verified. If not successful, you will click no and you will not be able to access MMC until your identity has been verified manually.

**Verify Your Identity**

We were unable to verify your identity based on the answers you provided.

Our Identity Verification service is hosted by Experian. Please call the Experian help desk and give them this reference number to verify your identity over the phone.

Help Desk Phone Number: 1-866-578-5409

Reference Number: 8c31-e9-68c6

Please answer the question below after calling Experian.

Were you able to verify your identity through Experian?  Yes  No

Click Next to complete the identify verification process

[Back](#) [Next](#)

- *If you could not pass Identity Proofing in ABE, there is now a process to request manual State Identity Proofing.*

## Requesting Manual State Identity Proofing to Access Manage My Case

1. To request State Identity Proofing, fill out, sign, and return the [State Identity Proofing Request Form \(pdf\)](#), [IL444-3610 S FORMULARIO DE SOLICITUD DE PRUEBA DE IDENTIDAD DEL ESTADO \(pdf\)](#). and proof documents (listed on page 3 of the form).
2. If an Approved Representative is completing the form, a signed [Approved Representative Form](#) MUST be mailed along with the Request form, and Proof Document, ***even if one is already on file with the State.***
3. Proof documents - you will need a copy of one (1) document from Column A or two (2) documents from Column B from the list of Acceptable Identity Proofing Documents.
4. Return the completed form and proof documents to:
 

**Illinois Department of Healthcare and Family Services**  
**Attn.: ID Proofing Unit**  
**600 E. Ash, Building 500, 5th Fl.**  
**Springfield, IL 62703**

**or**

**Return the form to your local or chosen FCRC**

The form cannot be emailed and should NOT be sent to Central Scanning.
5. Allow 6-8 weeks to hear back from the state.
6. If there are questions, email: [ABE.Questions@illinois.gov](mailto:ABE.Questions@illinois.gov)

Column A	Column B
Illinois Driver's License	Birth Certificate
School Identification card	Social Security Card or Official document containing your Social Security Number
U.S. Military Draft Card or Draft Record	Marriage Certification
Identification card issued by the federal, state or local government	Divorce Decree

U.S. passport or U.S. passport card	High School or College Diploma (Including High School Equivalence Diploma)
Certificate of Naturalization (Form N-550 or N-570) or Certificate of U.S. Citizenship (Form N-560 or N-561)	Property Deed or Title
Permanent Resident Card or Alien Registration Receipt Card (Form I-551)	Employer Identification card
Military dependent's identification card	
Native American Tribal document	
U.S. Coast Guard Merchant Mariner card	
Foreign passport or identification card issued by a foreign embassy or consulate that contains a photograph	

### **Manage My Case Summary Tab**

Once you successfully link your case and complete **Identity Proofing**, your **Case Summary** page displays. You only need to link your case and complete **Identity Proofing** one time. After that, when you login to ABE and click **[Manage My Case]** from the **ABE Homepage**, you'll be brought directly to the **Case Summary** page.

The **Case Summary** page links you to a lot of the **Manage My Case** features, including easy access to **[Report My Changes]** and **[Apply for Additional Benefits]**. If it is time to renew your benefits, you would also see a **[Renew My Benefits]** button. In addition, any alerts about your case – like an upcoming deadline - will appear at the top of the **Case Summary** page.

In the **What is the status of my benefit programs?** section in the center of the page you can get further details about your current benefits.

The screenshot shows a web interface with four tabs: **Case Summary**, **Benefit Details**, **Contact Us**, and **Account Management**. Below the tabs are two buttons: **Report My Changes** (with text: "Click this button to report changes to your DHS or HFS Office.") and **Apply for Benefits** (with text: "Click this button to apply for additional benefits."). A callout box points to the tabs with the text: "Use these tabs to reach the different MMC areas – we will go over each of them." Below the buttons is a red-bordered box containing a welcome message: "Welcome to the Case Summary Page. This page gives you a look at your benefits, and lets you know if there is anything you need to do to receive or continue benefits. From this page you can find information about your [benefit status](#), [upcoming appointments](#), [verifications](#), [notices](#) and [application or change report status](#)." Below this is another paragraph: "We have taken a number of steps to keep your information private and secure. Click on [Click here](#) to learn more about our security or to manage your account." Further down is a red-bordered box with the heading "What is the status of my benefit programs?" and text: "You have requested or are receiving the benefits mentioned below. Click on the 'Click Here' link for each program to view a summary of your benefits. This information is current as of **May 20, 2015 EST**." Below this is a callout box pointing to the text: "Here you can choose to cancel your benefits." Below the callout is another line of text: "If you would like to cancel your case, [click here](#) and select **Other Changes**." At the bottom is a table with three columns: **Benefit**, **Description**, and **Summary**. The table contains one row for the **Food Assistance Program**, which includes an apple icon and a "Click Here For Details" link. A red box highlights the "Click Here For Details" link.

Further down on the **Case Summary** page, in the **What are my available notices?** section you will find links to view all of the notices the State has sent you about your benefits. In general, you will be able to view notices sent within the past 12 months. You can also view the status of the applications, renewals, and changes you previously reported through MMC.

### What are my available notices?

To view the details about notices sent to you regarding your case, you can click on the "Click Here" link below. This information is current as of **May 20, 2015 EST**.

#### Available Notices

Please [click here](#) to view the list of notices sent in the last 12 months.

### What is the status of my ABE application, Redetermination, or Reported Change?

Application status.

Application Number	Date	Status	Details/Action
T00101294	May 20, 2015	Submitted	

If you would like to cancel your case, [click here](#) and select **Other Changes**.

Reported Changes.

Application Number	Date	Status	Details/Action
2000265022	May 28, 2015	Submitted	
9000270499	June 8, 2015	Submitted	
6000272561	June 8, 2015	Pending	<a href="#">Continue</a>

Request for Additional Benefits status.

Application Number	Date	Status	Details/Action
270504	June 4, 2015	Pending	<a href="#">Continue</a>

## Report My Changes

If you have to report a change in your household or circumstances:

1. Click on the **[Report My Changes]** button on the **Case Summary** page and the **Report My Changes** page displays.
2. From the list provided, choose the change you need to report and click **[Next]**.
3. Complete the additional questions about the change you are reporting.
4. If the change requires proof, you can upload the documents through **Manage My Case**. (See Page 21 of this Guide for more information about uploading documents.)

**Welcome to Report My Changes**

After you have told us what has changed below, we will let you know if the change requires verification and what to provide. You can upload your verification or you can mail, fax, or bring the proof to your DHS or HFS office. If you would like to withdraw your application, cancel your case, or request a case transfer, please select the "Any other change or changes not mentioned above" option under the other Changes Section.

**Reporting Changes Through ABE**

Please let us know what has changed. After answering yes to one or more of the categories below, an additional list of options will be shown. You may check all boxes that apply.

<b>Change in Contact Information</b>	<input checked="" type="radio"/> Yes	<input type="radio"/> No
<b>Change in Household</b>	<input type="radio"/> Yes	<input checked="" type="radio"/> No
<b>Change in Household Income</b>	<input type="radio"/> Yes	<input checked="" type="radio"/> No
<b>Expenses/Bills Have Changed</b>	<input type="radio"/> Yes	<input checked="" type="radio"/> No
<b>Resources have Changed</b>	<input type="radio"/> Yes	<input checked="" type="radio"/> No
<b>Health Insurance Has Changed</b>	<input checked="" type="radio"/> Yes	<input type="radio"/> No

Receiving other health insurance or Medicare       Health Insurance ended

**Other Changes**       Yes       No

Keep in mind that you should only report changes that have already happened.

### Renew My Benefits Button

If it is time to renew your benefits, a **[Renew My Benefits]** button displays on the **Case Summary** page. **This button only displays 60 days prior to the end of your current approval period.**

1. Click the **[Renew My Benefits]** button.

Case Summary | **Benefit Details** | Contact Information | Account Management

<b>Renew My Benefits</b>	Your case is up for redetermination. Click this button to submit your redetermination for benefits.
<b>Report My Changes</b>	Click this button to report changes to your DHS or HFS office.
<b>Apply for Additional Benefits</b>	Click this button to apply for additional benefits.

2. The **Redetermination Overview** page displays letting you know which of your benefits is up for redetermination. Review and click **[Next]**.

**Redetermination Overview**

It is time for your [[BENEFIT\_TYPES]] redetermination.

Please complete all screens and submit copies of all requested proofs by [[REDE\_DUEDATE]]

You may submit all requested proofs online or by mail. If you submit your documents online, your case will be processed more quickly. If you choose to submit documents in person or by mail, remember that original documents may not be returned. Include your name and case number on any proofs you submit to us.

[Back](#) [Save and Exit](#) [Next](#)

**Benefit Renewal Details**

As part of the Redetermination process, we will ask you about the following:

- **Persons in Your Household**  
Review the names of individuals living in your household and report if anyone has moved into or out of your household.
- **Household Income**  
You must report any change of income for all household members.
- **Housing**  
Report changes in address. [[Also report changes in home insurance, utilities (heat, lights, gas, water, sewage, etc.), house payment, property taxes, rent, telephone if you move. It is to your benefit to report costs that increased, even if you have not moved.]]
- **[[Dependent Care**  
Report if the amount paid to care for a child or disabled adult changes]]
- **[[Resources**  
Report any current, or recently opened or closed accounts such as: checking, savings, retirement, or CD; or sold, transferred, given away, bought or received any other asset such as: land, cars and other vehicles, boats, life insurance, investments, lawsuit settlements, burial assets, or any other property.]]
- **[[Medical Costs**  
You may report changes in medical expenses for SNAP members who are disabled or age 60 or older.]]
- **Child Support Expense**  
Report the amount of court-ordered child support paid to a person outside of the household.
- **[[Miscellaneous Expenses**  
Report if anyone is paying miscellaneous expenses: such as student loan interest, spousal support or other tax deductible expenses.]]

-Let's get started!

[Back](#) [Save and Exit](#) [Next](#)

3. The **Benefit Renewal Details** page displays next letting you know what type of information you will be asked to provide for your redetermination.

4. Click **[Next]** and the **Renew My Benefits** page displays with the questions you will need to answer to complete your redetermination.
5. If you need to provide any final comments before submitting your redetermination, check the **Report any other change** in the **Questions** section of the page. When you click **[Next]**, the **Other Changes** page appears.
6. After you have completed all questions and entered any other changes and comments, click **[Next]** and the **Final Steps** page displays. Keep this tracking number in case you need to speak with a Caseworker!

**Final Steps**

Thank you! Your online Redetermination was successfully submitted!

Here are your next steps:

 **Your Application Tracking Number is 6000272561**

Write down your tracking number or print your application for your records. Do NOT mail this Report My Changes.

Your Report My Changes was sent to the following office to be processed:

Adams County FCRC  
300 MAINE  
QUINCY IL 62301-3922  
Phone Number: (217) 223-0550 

 **Attach documents to help us process your application**

If you have documents such as paystubs to upload in support of your application, you can do so on the next page.

If you do not have these documents ready now, you can log back in and upload documents later. Remember to upload documents as soon as possible, you will not be able to do so after the State begins processing the application.

[Print Your Redetermination](#)

[Back to Manage My Case](#) [Next](#)



**Remember to upload supporting documents! If documents are not received this could lead to a delay or denial of benefits.**

## Mid-Point Report

If a Mid-Point Report is due for your SNAP benefits, a **[Mid-Point Report]** button displays on the **Case Summary** page.

1. Click the **[Mid-Point Report]** button and the **Mid-Point Report** page displays.

**Mid-Point Report**

We need to know if there have been any changes in your household in the last 6 months. We will use the information and proof that you give us to decide if you are still eligible for benefits. Your benefits may go up, down, or stop based on what you tell us.

\*Have you moved or changed your address?  Yes  No

\*Has anyone moved into your home?  Yes  No

\*Has anyone moved out of your home?  Yes  No

\*Does anyone in your household pay court ordered child support?  Yes  No

\*Has the income from work changed for any member of your household? This includes changes in employer, hourly rate, salary, or loss of job.  Yes  No

\*Has there been a change of any other income such as Child Support, Social Security, SSI, Unemployment, VA, Worker's Compensation, or contributions for any member?  Yes  No

2. Answer the all of the questions on this page and click **[Next]**. The **Signing your Mid-Point Report** page displays.
3. Read the page carefully. Click the checkbox to say the information is true and correct and enter your **First Name** and **Last Name**.
4. Click **[Submit]** to electronically sign the Mid-Point Report and submit the report.

## Benefit Details Tab

View more details about the benefits you are currently receiving on the **Benefits Details** tab.

Click the hyperlink under 'Summary' to view details about for each benefit program you receive.

**Case Summary** | **Benefit Details** | **Contact Us** | **Account Management**

**What is the status of my Supplemental Nutrition Assistance Program (SNAP) benefits?**

Here is a summary of the benefits you have requested or are receiving. If "Click Here For Details" appears, you can click on this link to view more details about your Supplemental Nutrition Assistance Program (SNAP) benefits. If you recently applied for benefits, the status of your application is shown. This information is current as of **May 20, 2015 EST**.

Who	Which Benefit?	Description	Summary
 ison	Supplemental Nutrition Assistance Program	The Supplemental Nutrition Assistance Program (SNAP) (formerly Food Stamps) helps low-income people and families buy the food they need for good health.	<a href="#">Click Here For Details</a>

[Back to Manage My Case](#)

**Case Summary** | **Benefit Details** | **Contact Information** | **Account Management**

**Supplemental Nutrition Assistance Program (SNAP) Details**

This page tells you more about your SNAP benefits. If you would like to look at the information about other benefits click the Back button at the bottom of the page and click the program you would like to view.

Keep in mind that whenever your benefits change, you should get a notice via your preferred method of communication telling you about the change. This notice will also let you know your rights if you feel the change has been made in error.

We are showing you benefits information as of July 2016.

We also have information to show you for other months:

- [View your benefits from May 2016](#)
- [View your benefits from June 2016](#)
- [View your benefits from August 2016](#)

You will need to submit your redetermination by September 30, 2016.

**Supplemental Nutrition Assistance Program**

  
Tom

You are receiving Supplemental Nutrition Assistance Program in July 2016.  
Your current approval period started on Thursday, October 1, 2015, and is scheduled to continue through Friday, September 30, 2016.  
In July 2016, your total monthly benefit amount is \$194.00.  
Your monthly SNAP benefits will be put on your Link Card on or about the 1st of each month.  
[Manage your Link account](#)  
[View your approval notice](#) to see how your benefits were determined  
[View your notices](#) for more information about what was requested

## Contact Us Tab

The **Contact Us** tab gives you all the information you need to contact the office handling your case, including by e-mail. You can also make sure we have the right address for you – and make changes if we don't. We also list your case number and individual number for easy reference.

**Case Summary**   **Benefit Details**   **Contact Us**   **Account Management**

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**Contact Information**

This page contains your contact information as well as your DHS or HFS local office information. If you have questions about using this website please call the DHS Help Line (800) 843-6154 Monday through Friday between 8:00 AM - 5:00 PM.

**Your Mailing Address and Phone Number**

This is the mailing address and phone number we have on file for you. If we have the wrong information, [click here](#) to report a change in address or phone.

433 AUGUSTA RO  
CLAYTON, IL  
62324-  
Adams  
Phone: 3122222222  
Email:

**Your DHS or HFS local office**

Adams County FCRC  
300 MAINE ST  
QUINCY, IL  
62301-3922  
Phone: 2172230550  
Fax: 2172234707

[Click here](#) if you wish to send an email to your office.

**Your Case Number and Individual ID**

Your Case Number is: 400101294

Your Individual ID is: 1811238270

[Back to Manage My Case](#)

## Account Management Tab

You can manage your ABE account on the **Account Management** tab; including updating your password and managing your communication preferences.

The screenshot shows the 'Account Management' tab selected among four options: Case Summary, Benefit Details, Contact Information, and Account Management. The page content is divided into three main sections:

- Manage Your Account:** Contains instructions on how to change a password, including the need for a user ID, date of birth, Individual ID or Social Security number, and answers to secret questions.
- Manage Your Communication Preferences:** Contains instructions on how to manage communication preferences (paperless, email, or text alerts) and a link to 'Manage your Communication'.
- Household Member Account Access:** Contains a table of household members and a 'Manage Household Member Access' button.
- Third Party Account Holders:** Contains a table of third-party access requests and a 'View Request' button.

Two blue callout boxes are present:

- One pointing to the 'Manage Your Communication Preferences' section with the text: "Currently, this functionality is not available. Only the person listed as Head of household can link their case in MMC".
- Another pointing to the 'Third Party Account Holders' section with the text: "This section is currently not available."

Household Member Name	ABE User ID	Access Type
winnett, jodie	jodietest4	Primary Account Holder

Name	Organization	Status	Start Date	Action
Jodie	CHICAGO HOSPITAL	PENDING	2016-07-28	View Request

## Manage Your Communication Preferences

When you click on the **Click Here** hyperlink in the **Manage Your Communication Preferences** section the **Manage Your Communication Preferences** page displays. Here you can choose the way notices are sent to you. Be sure to **[Save]** any changes you make on this page.

- **Paper and Electronic** – continue to receive paper notices in the mail and also receive email and text alerts that a new notice has been sent to you. You can view the notice immediately in Manage My Case. **We are currently recommending this option as we fine tune the Electronic Only option.**

- **Electronic Only** – no longer receive paper notices, only receive email and text alerts that a new notice has been sent to you. You can view the notice immediately in Manage My Case. This option is good for people whose address changes frequently. If an alert e-mail or text bounces back, we will restart sending paper notices to the last address we have on file for you. Make sure to let us know if your email or phone number changes.

**Communication Preferences(Optional)**

As the Primary Account Holder, you may choose how you would like your notices sent to you. You will automatically receive electronic versions of your notices. If you would like to stop receiving paper versions of your notices, please select the electronic only option.

Preferred Delivery Method:

Paper and Electronic  Electronic Only

You may choose to receive alerts when the State of Illinois sends notices to you. Please choose your preferred method of receiving these alerts.

Email

E-mail Address

Confirm E-mail  
Address

Email And Text Message

Cell Phone Carrier

I do not want to receive alerts.

Cell Phone Number

Standard fees may apply from your mobile service provider.

## Uploading Documents

From the Case Summary page in Manage My Case, you can securely upload documents to your electronic case file. You may need to upload a document, because you got a notice that a verification is due, or you may need to provide proof of a change you are reporting. Click the Upload Document link on the Case Summary page. The Upload Documents page displays. Follow the steps listed on the page.

**Upload Documents**

You can use this screen to upload your documents by following these 3 easy steps.

**Step 1**

First, you'll need to choose the household member who the document is for. Once you've done that, please let us know what type of document you are uploading by selecting the correct Type of Proof and Document Type from the menus below.

**It's important to add only one document type at a time, and to select only the correct person for each document type.**

[Click here](#) to see a list of what documents are currently needed for your case. You may also enter comments into the box below.

\*Household Member:

\*Type of Proof:  \*Document Type:

Comment (Optional)

**Step 2**

Next, you'll need to add the file that you plan on uploading. To do so, click Browse and then select the file from your computer. After you have selected the file, make sure to click the ADD button. The file should then appear in the chart below.

The types of files supported for upload are: jpg, jpeg, tif, tiff, png, and pdf.

To add more than one document, please return to Step 1 before continuing to Step 3. You may add up to 10 documents before moving on to step 3 and submitting your upload.

**Step 3**

You're almost done! Before you submit your upload, please review the documents you have added to ensure you have selected the correct items. You can find a summary of your added documents in the chart below. Once you have checked these to make sure they are correct you must click the SUBMIT button at the bottom of this page to send these documents to your DHS or HFS local office.

Who	Type of Document	Document Uploaded	Options
 Man	Proof of Education	Student_Info.pdf	<a href="#">View</a> or <a href="#">Delete</a>

**You must click the Submit button in order for these documents to be sent to your DHS or HFS local office**

Find out what documents the State needs.

Enter comments you want the caseworker to know about the document

Be sure to click the **[Add]** button. You can add up to 10 documents in a single upload. Each document can be no more than 2 MB.

Review the documents you added and click **[Submit]**.

## Knowledge Check

1. What number do you use to set up Manage My Case?

- A. Recipient ID
- B. Individual ID
- C. SSN
- D. Either B or C

Answer D The Individual ID or SSN can be used to set up Manage My Case

2. Who can set up a Manage My Case Account?

- A. Anyone who want to can set up a Manage My Case Account
- B. Only the Head of Household can set up a MMC Account

Answer B – Only the Head of Household can set up a Manage My Case Account. If you are the Approved Representative you will act as the HOH and can set up a MMC Account